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Storm Contacts for FPL Customers



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How to contact FPL during a major storm event

When a hurricane, major storm or other natural disaster affects FPL's service territory, we mobilize our storm restoration organization to restore power as rapidly as possible. Many FPL employees, including me, assume roles that are different than our normal duties. My storm duties might make me difficult to reach, and I want to make sure you know how to communicate with FPL and find information if I am unavailable.

+ To report power outages:

Call **1-800-4-OUTAGE (1-800-468-8243)** or report online at FPL.com.

Then contact Orlando Carr, a FPL core team customer manager, for restoration updates. Orlando Carr can be reached at 305-552-2256 or via email at orlando_carr@fpl.com.

+ For assistance with your accounts during storm restoration periods:

Contact Alain Urbano, your account specialist, at 305-552-4953 or via email at alain_urbano@fpl.com. Your backup account specialist is Juliet Ward at 561-640-2555 or via email at julie_ward@fpl.com.

+ Throughout a storm:

We will email updates and provide up-to-date information through FPL.com and the news media.

+ For hurricane preparation tips:

Visit FPL's Storm Center at fpl.com/storm. After a storm, we'll post up-to-date information about the status of our restoration effort.

We value you as a customer. If a storm strikes, rest assured that we will be working around the clock to restore service and will make every effort to respond to your needs in a timely manner. If you have any questions, please call me at 305-442-5506.

Sincerely,

Orlando Carr

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As a valued customer of Florida Power & Light Company, you have received this email to provide you with information that may interest you. Please add FPL_Account_Management@reply.fplemail.com to your address book.

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